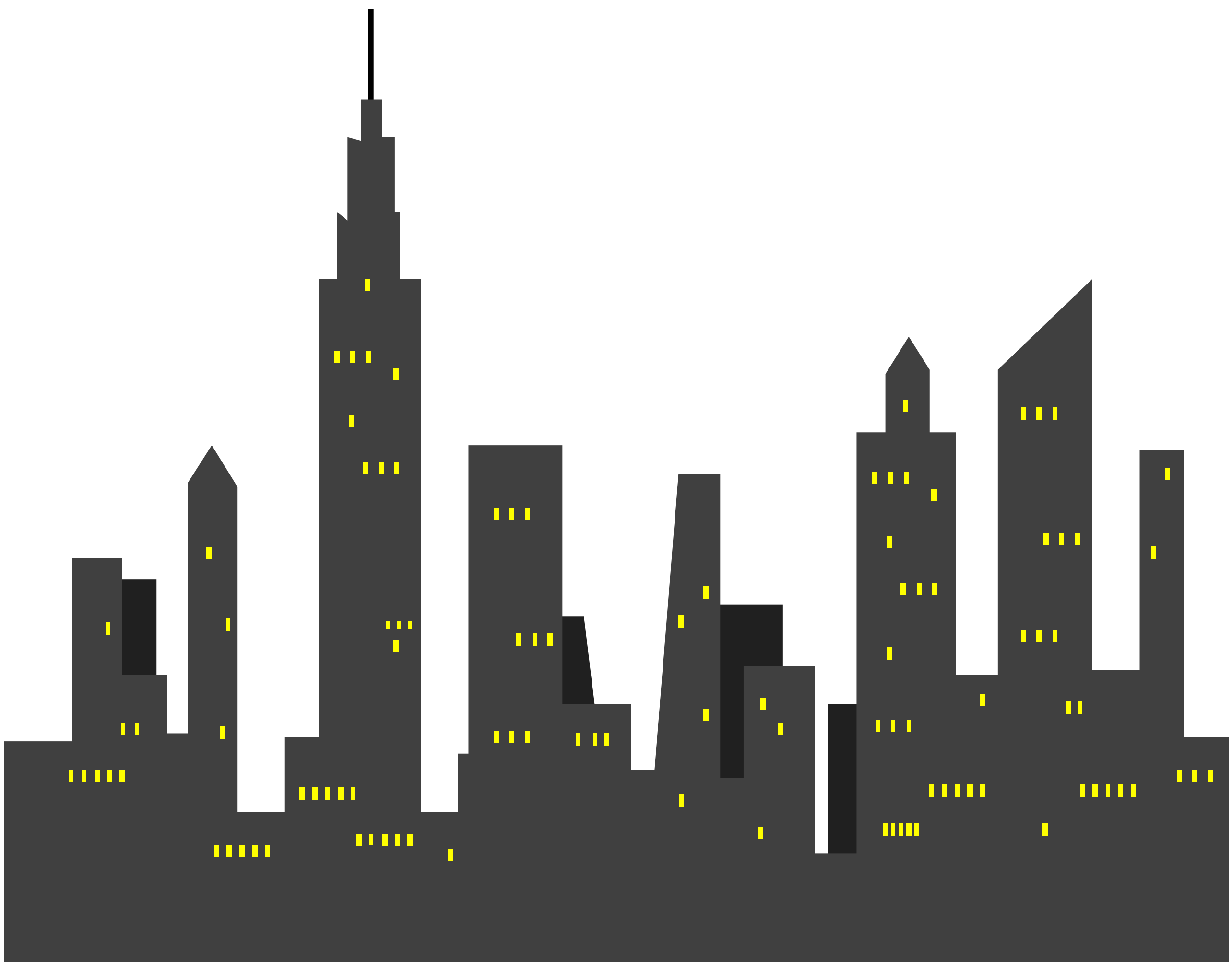
COMMERCIAL FIRM TRACKING



Commercial Firm Parameters

This area is used to set up the parameters for all Commercial Firm records.

1. From the Main Menu, select Commercial Firm Tracking Menu.
2. Select Commercial Firm Parameters.

```
One Cool Hotel          COMMERCIAL FIRM TRACKING     Date: 25-FEB-2000 FRI
Geac Agent                     PARAMETERS            Time: 10:11 AM

 Company Parameters                        Purge Parameters

 User Assigned Company ID Allowed (Y/N)N  Number of Months Inactive        12
 Res/Reg Additions Allowed (Y/N)       N  Purge Flag 0    immediately
 Number of Years History to Save       1  Purge Day SUN   Sunday
 Travel Coordinator Active (Y/N)       Y  Pre-Purge Report Summary/Detail   S
 Copy Address (Y/S/N) S  Secondary  COMP  Purge Report Summary/Detail/None  N
 Revenue                                  Last Purge Date
 * Room  * Food  * Bev   Misc  * Other    Next Purge Date          31-03-2000

  Enter "N" (default) to not allow the user to enter Company Numbers for
  new companies.  The system will generate the next available number.

  Enter "Y" to allow the user to enter Company Numbers for new companies.
  If the number exists, the CFT entry screen will display the record.  If
  return is hit without a number entered, the system will generate the next
  available sequential number.
```

- **User Assigned Company ID Allowed** (Y/N) – Answering “Y” means the user is allowed to type in a sequence of number to assign to a new company as its ID number. Answering “N” (default) means the system automatically generates a number to be the new company ID and user assigning a number is not allowed.
- **Res/Reg Additions Allowed** (Y/N) – Answering “Y” means the user can add on a new company from Reservation, Registration, and Group Maintenance, if the company does not exist in the system yet. Answering “N” (default) means that a company can only be added to the system in the Commercial Firm Tracking Menu.
- **Number of Years History to Save** – How many years should the hotel keep historical statistical information? The default is one year.
- **Travel Coordinator Active** (Y/N) – Answering “Y” is to allow the entry and tracking of travel coordinators as set up by the individual companies. If this is set, another window (Travel Coordinator Parameters and Points) needs to be set up as well. Answering “N” (default) means that entering travel coordinators within the companies are not allowed. If this is set, the flag in individual companies on Travel Coordinator are set to “N”.
- **Copy Address** (Y/S/N) – Typing “Y” means to copy the company address to the guest address when making a CFT reservation. Typing “S” means to copy the company address to the guest secondary address when making a CFT reservation. Typing “N” means not to copy the company address into anywhere in the guest reservation.

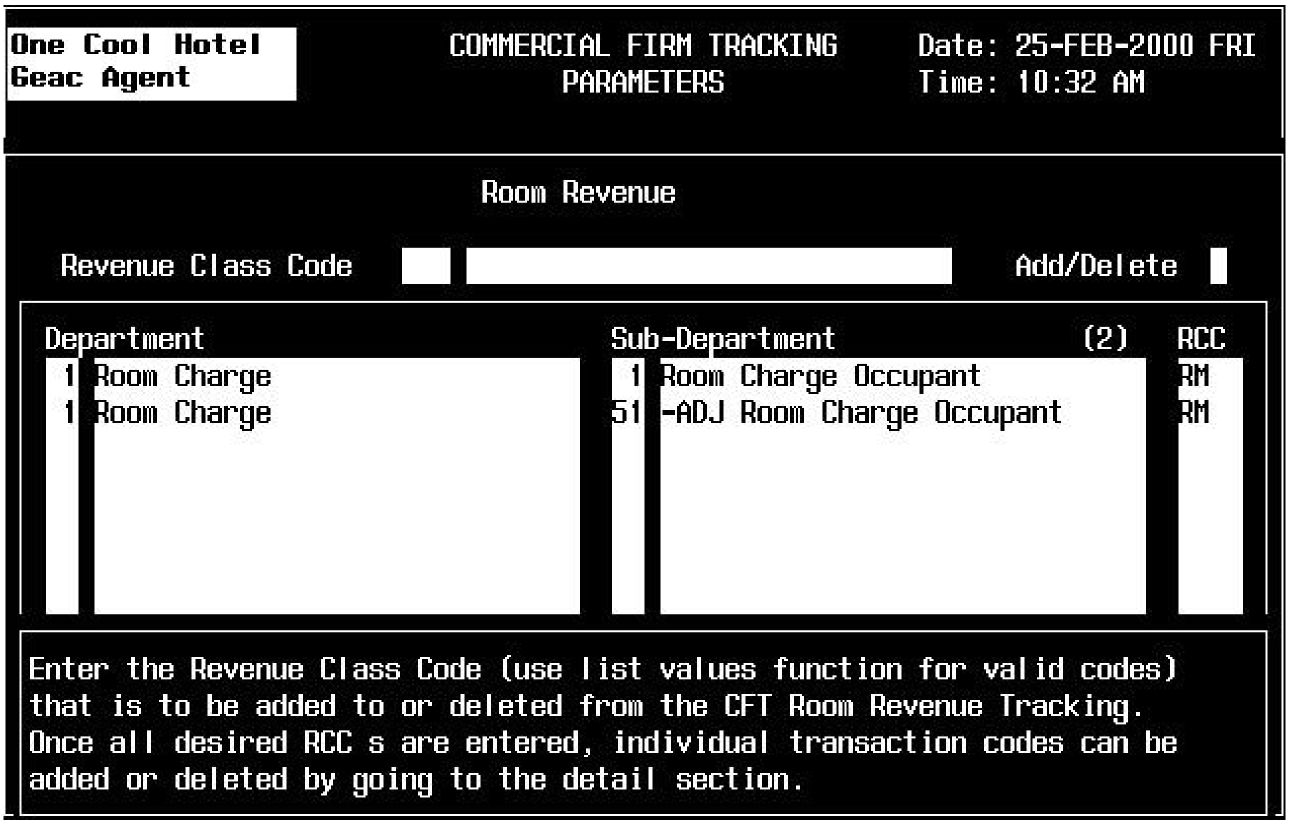
- **Secondary** – If "S" is typed on Copy Address, then a secondary address code to be used for the company address needs to be specified. Use [List Value] to see the options:
  - BILL – Billing Address
  - CALL – Caller Name
  - COMP – Company Address
  - GRP – Group Address
  - SCND – Secondary Address
  - TA – Travel Agent
  - WHLS – Wholesale
- **Number of Months Inactive** – Type the number of months a company or travel coordinator needs to be inactive before being considered for purging.
- **Purge Flag** – How often the purge process is to run. This process identifies companies that have "PURG" as the status as well as marked accounts to be purged based on the parameters of this screen and remove them from the system.
  - 0 Immediately – Run the purge process daily
  - 30 Every Month – Run the purge process once a month
  - 60 Bi-Monthly – Run the purge process every 60 days
  - 7 Every Week – Run the purge process once a week
- **Purge Day** – This is a future feature. This field is not currently operational; however, a day must be entered in this field in order to complete the screen. Press [List Value] to select a day code.
- **Pre-Purge Report Summary/Detail** – Typing "S" means the summary version is printed on the pre-purge report. Typing "D" means the report in detail is printed. The pre-purge report lists all the companies and travel coordinators, which are either set for purge or meet the criteria to be set for purge. This report prints out during night audit the night before purging day, and the management should review it. Companies that the management does not want purged can be changed before the actual purging happens.
- **Purge Report Summary/Detail/None** – Type "S" for summary, "D" for detail, and "N" for no purge report. The Purge Report lists all the companies, which have been deleted during the purge process. This report is only processed at the time of the purge.
- **Last Purge Date** – The last date the system did the purging process. The system fills in the date as it happens. No entry on this field is needed.
- **Next Purge Date** – The next date the purge process should happen.

3. Press [Quick] and type TC to go to Travel Coordinator Parameters.

- **User Assigned TC ID Allowed** (Y/N) – Type "N" (default) to not allow the user to assign a number to the new travel coordinator. The system generates the next available number once [Enter] is pressed. Type "Y" to allow the user to enter a number for new travel coordinator.
- **Res/Reg Additions Allowed** (Y/N) – Type "N" (default) to not allow the user to add a new travel coordinator from the Reservation, Registration or Group Maintenance, which means the only way to add a new travel coordinator is from the Commercial Firm Maintenance. Type "Y" to allow the user to add a new travel coordinator during the reservation process.
- **Number of Years History to Save** – Type the number of years historical statistical information to be saved for each travel coordinator. Default is one year.
- **Current Points Forward at Year-End** (Y/N) – "Y" (default) to use the year's total points as the balance forward for the new year. The total points are points earned minus points awarded. "N" means to start the new year with zero points. This clears all points (earned and used) at the end of the calendar year.
- **Reservation Points** – Type the number of points earned by the coordinator for each reservation room booked.
- **Cancellation Points** – Type the number of points deducted from the coordinator for each reservation room cancelled. This is usually the same as the reservation points.
- **Did Not Arrive Points** – Type the number of points deducted from the coordinator for each reservation room that did not arrive. This is usually the same as the reservation points.

- **Actual Room Night Points** – Type the number of points to be earned by the coordinator for each room night of a guest stay. These points are accumulated on a nightly basis.
- **Check-In Points** – Type the number of points to be earned by the coordinator for each room that is checked into the hotel with a reservation.
- **Walk-In Points** – Type the number of points to be earned by the coordinator for each room that is walked into the hotel without a reservation

4. Press [Quick] and type RR to go to Room Revenue.
In this window select the revenue class code to be added or deleted from the CFT Room Revenue Tracking. Revenue class codes are specified during the database setup time.



- On Revenue Class Code field, press [List Value] and select RM for Room Revenue
- On Add/Delete, type “A” to add this Revenue Class, or type “D” to delete this revenue class.
- If there is any individual transaction code that needs to be added or deleted, arrow down to the specific item and press [Delete]. The system asks, “Are You Sure?” on the bottom of the screen. Answer “Y” to delete the item and N if this item is to be kept.

5. Press [Quick] and type FR to go to Food Revenue
- On Revenue Class Code field, press [List Value] and select FD for Food Revenue.
- Follow the steps on adding Room Revenue.

6. Press [Quick] and type BR to go to Beverage Revenue
- On Revenue Class Code field, press [List Value] and select BV for Beverage Revenue.
- Follow the steps on adding Room Revenue.

7. Press [Quick] and type MR to go to Miscellaneous Revenue
- On Revenue Class Code field, press [List Value] and select any code that is considered as miscellaneous revenue.
- Follow the steps on adding Room Revenue.
- If more revenue class codes need to be added, press [Previous Block] to go back to Revenue Class Code field.
- Repeat the steps as many times as needed to add all miscellaneous codes.

8. Press [Quick] and type OR to go to Other Revenue.
   - Follow the steps on adding Miscellaneous Revenue.
9. Press [Save]
10. Press [Exit]

Commercial Firm Maintenance

Within this option it is possible to enter a new Commercial Firm, display or modify information on a current Company, and detail rooms and rates contracted to all Commercial Firms. The following options are available from this screen:

Company Header
Company Address
Rate Schedules
Rooms Contracted
Marketing Information
Accounting Information
Special Services
Comments Section
Trace dates
Contact Section
Billable Charges (not available)
Personnel Listings
Travel Coordinators
Incentive History
Change Log

1. From the Main Menu, select Commercial Firm Tracking Menu
2. Select Commercial Firm Maintenance
   - **Company Number:** This number can be generated by the system or the hotel can allocate one. It is not advisable for both options to be used
   - **Status:** The system automatically defaults to ACTV for Active. Other status's that can be used are:
     - INAC for inactive record
     - NPRG for never purge
     - PURG for set for purge (Date set within Parameters)
   - **Type:** Field to classify a type of CFT. Required for IPS properties.
   - **Company Name:** The full name of the company
   - **Coordinators:** This is a Y/N field. Type 'Y' to operate an incentives program or "N" for no.
   - **Date Created:** This field is automatically completed by the system on the date of entry.
   - **Parent Comp:** This is the Parent Company Number. This field allows linking companies together for tracking and reporting purposes only. I.e.: more than one branch address belonging to one company. Use [Enter Query] to search for a parent company. This is not a required field.
   - **Sales Person:** [List Values] may be used to display a list of sales people in the hotel. The sales person responsible for this contract is entered in this field. Sales persons are created in the Code Files screen in the Database Maintenance Menu.
   - **Last Activity:** The date of this company's last reservation with the hotel.
3. Press [Next Block] to go to the address information
4. Fill in the appropriate address information.
   - **Set Number:** Enter the set number assigned to this CFT. For IPS properties only.
5. Press [Quick] and type "MI" to go to Marketing Information and Account Information. It is possible to use [List Values] throughout this area
   - **Source:** The source of the business i.e.: Telephone, fax etc.
   - **Market:** Defines where the room revenue reports
   - **Region:** Where the booking is being made from
   - **Stat 1:** Both Stat 1 and Stat 2, are open areas for the hotel to gain statistical information
   - **A/R Number:** [Enter Query] may be used to search for an accounts receivable number, this information is automatically copied into the reservations linked to this commercial firm.
   - **Credit Status:** The current credit status of the company with the hotel. I.e. on Hold.
   - **Contract Start:** The date the contract between hotel and company began

- **Contract End:** The date the contract is to be ended or renewed
- **Post Room To:** **'A'/'B'** Folio
  - **A -** Post all charges to the **A** folio
  - **B -** Post room to the **B** folio this would be used in the instance of a company paying for room charges each time a reservation is made.

6. Press [Exit]
7. Press [Quick] and type “RS” for Rate Schedules.
- **Hotel:** Type the hotel number [list values] to which this rate schedule will apply.
- **Rate Sched:** Type the Rate Schedule [List Values] assigned to this company and hotel. One or more rate schedules can be linked to this company and hotel.

8. Press [Exit]
9. Press [Quick] and type “RC” to go to Rooms Contracted
- **Year:** Type the year of the contract
- **Total Rooms:** Total number of rooms contracted for the year
- **Periods:** This field is automatically completed from the Period setup in the database
- **Rooms:** Number of rooms contracted per period
- **Accum Total:** Total number of rooms entered to date

10. Press [Exit]
11. Press [Quick] and type “SS” to go to Special Services.
12. Select which special service codes apply to this company and falls into the reservation when the CFT is linked.
- **Hotel:** Type the hotel number <list values> to which this code will apply.
- **Code:** Type the special service code [List Values] to assign to this CFT.
- **Chrg:** Some special service codes are a charge to the guest. This charge can be overridden in this field with the proper security.
- **Folio:** If there is a charge for this service the system prompts for the folio to charge. Press [List Values] and select a folio or if it is left blank it goes to the folio listed in the settlement field which would be the default room posting folio.

13. Press [Exit]
14. Press [Quick] and type ”CS” to go to Comment Section
15. Type any comment type that relates to this company’s reservations. This is a free form text.
16. Press [Exit]
17. Press [Quick] and type ”TD” to go to Trace Dates
- **Trace Date:** Type the date to follow up on a specific task
- **Trace Title:** A description of the task required
- **Accomplished:** The date the task was completed
- **Description:** A more detailed description of the task
  Note: If required to type more than one trace date, from the trace date, arrow down one, and type a second set of dates and tasks

18. Press [Exit]
19. Press [Quick] and type “CO” for Contact
- **Contact Type:** [List Values] may be used to list the types of contacts available
- **Contact Name:** Title and name

20. Press [Exit]
21. Press [Quick] and type “PL” for Personnel Listing
22. In this window different personnel within the company who may be calling in reservations can be entered.
23. Press [Exit]
24. Press [Quick] and type “TC” for Travel Coordinator
- **Active:** should be 'Y' if front office staff is allowed to add coordinators from the Reservation/Registration screen.
- **TC Number:** This number is automatically generated by the system when pressing [Enter]
- **Last Name:** Travel coordinator’s name
- **Date Created:** This field is automatically generated when TC number is entered

- ✍ **Incentive Flag:** If set to 'Y' the system calculates the business generated by the Travel coordinator.
- ✍ **Last Activity:** Date of last booking from this travel coordinator

25. Press [Exit]
26. Press [Quick] and type “IC” for Incentive History. This window may only be entered if the travel coordinator flag is set to ‘N’.
27. Once completed press [Exit]
28. Press [Save]

Change Log

In this window the system tracks information such as who built the CFT, or what has been changed in the CFT. To access this screen, press [Quick] and type “CL”.

Commercial Firm Reports Menu

Commercial Firm Production Report

This report shows production information from all commercial firms. It also lists year-to-date and month-to-date figures for room nights as well as the revenue produced.

Process Code: cftprod

```
Santa Rae Ranch                                    Company Production Report                              Page
Number:      1
Ann Parker                                           Order by Company Name                             09-MAY-
1997 01:20 PM
(es.cftprod)
                                                                                ----Month to Date---- -----Year to
Date----
  CFT                                                                             Room         Room     Room
Room
  Number     Agency Name                   Location                              Nights       Revenue  Nights
Revenue

89790709     Grills Inc.                1 West St. Tustin,                         3          500.00      3
500.00

                                                                                --------------------------------------
-----
                                                        *** Report Totals ***       3       500.00       3
500.00

                                                         End of Report
```

Prompts available for this report:

? ? Sort Order (Monthly Revenue, Yearly Revenue, and Company Name)

? ?Report End Date

Commercial Firm Pre-Purge Report

This report displays all commercial firm records that are due to be deleted in the next purge process. It gives the user the ability to change the status of the record to prevent it from being purged.

Process Code: cfpreprg

```
Santa Rae Ranch                            Commercial Firm Tracking Pre-Purge Report                         Page
Number:    1
Ann Parker                                                  Summary                                          09-MAY-
1997 01:21 PM
(cft.cfpreprg)


The following Commercial Firm Tracking records will be purged in the next purge cycle:


  CFT ID      Company Name                  Last Activity       Sales Person

89689768      GMCT Co.                       05-05-96            JF


Number of Commercial Firm Tracking records will be purged:       1



                                                        End of Report
```

Prompts available for this report:

? Print Report in Summary or Detail

Daily Activity Report

This report displays a daily recap of the CFT production for a given date. It is broken down by company, room revenue, food revenue, beverage revenue, miscellaneous revenue, room nights produced, cancelled reservations, DNA reservations, and registered guest records for each company.

Process Code: cftdaily

Santa Rae Ranch — CFT Daily Summary — Page Number: 1
Suzette Payne — Order By Company Id — 03-Jul-1991 10:29 AM
(cft.cftdaily) — Night Audit Tuesday July 2, 1991

Company Number	Company Name	Room Rev	Food Rev	Bev Rev	Misc Rev	Other Rev	Resv R.Ngt	Cxl R.Ngt	DNA R.Ngt	Reg R.Ngt	CkI Rooms	Walk-In Rooms
1	The Red Tarp	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
3	Cromwell	0.00	12.00	2.00	4.54	0.00	0	0	0	1	0	0
8	Evans Mgt. Co I	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
48	Excel Inc.	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
231	Clothes Are Us	0.00	0.00	5.00	0.00	0.00	1	0	0	8	1	0
233	Compact Home	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
280	Transway	0.00	0.00	0.00	0.00	0.00	0	0	0	5	0	0
340	Hope Systems	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
362	KPI	0.00	0.00	0.00	0.00	0.00	2	0	0	1	0	0
432	AEACU	0.00	0.00	0.00	0.00	0.00	0	0	0	3	0	0
555	American Life	0.00	0.00	0.00	0.00	0.00	0	0	0	1	0	0
857	America Blue	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0
*** Report Totals :		0.00	12.00	7.00	4.54	0.00	3	0	0	24	1	0

End Of Report

Prompts available for this report:

- None

Master List Report

A master list of all commercial firms built in the system. This information includes company name, address, contact information, marketing information, and rate schedules attached.

Process Code: cftmast

```
Santa Rae Ranch                                        CFT Master List Report                                   Page
Number:    1
Ann Parker                                            Ordered by Customer Name                                  18-FEB-1992
10:35 AM
(cft.cftmast)

                                        Addr1/ Addr2/ City                                         MktSeg/ SRC
A/R Num/
      Id Company/ Phone/ Fax            State/ Postal/ Cnty            Contact/ Phone/ Ext            Region        SpSvc
CR-Stat

***----------------------------------------------------------------------------------------------------------------------
-------**
     485 KPI                            1231 E Dyer Road               Halberg,Karen                  COR1 CALL      AE
         714-434-8800                                                  714-434-8800                   USSW
         714-434-8880                   Santa Ana
                                        CA   92705      USA


***----------------------------------------------------------------------------------------------------------------------
-------**
     484 Sarris Industries Inc          9800 Muirlands Avenue          Harvey,John                    COR1 CALL      AE
         714-472-3059                                                  714-472-3059
         714-472-3010                   Irvine
                                        CA   92718      USA


***----------------------------------------------------------------------------------------------------------------------
-------**
     483 WDS                            600 Anton Boulevard            Wu,Jing W.                     COR2 CALL      AE
         714-438-5000                                                  714-438-5000                   USSW
         714-438-5959                   Costa Mesa
                                        CA   92626      USA


                                                       End of Report
```

Prompts available for this report:

- ? CFT Number
- ? Hotel Number
- ? Postal Code From
- ? Postal Code To
- ? Region Code
- ? Market Segment
- ? Sort Order

Trace Dates Report

This report lists all trace dates for a specific date or date range. It may be used as a reminder to contact a company.

Process Code: cfttrace

```
Santa Rae Ranch                                    CFT Trace Dates Report                               Page
Number:    1
Ann Parker                                         Order By Company Name                               09-MAY-1997
01:21 PM
(cft.cfttrace)                        For Trace Dates: 09-MAY-1997 through 14-MAY-1997


CFT       Company Name                Last      Sale         Trace/
Number    Address/Phone/Fax           Activity  Pers Status  Completed Trace Title          Trace Detail
--------- --------------------------- --------- ---- ------- --------- -------------------- -----------------------
-----------8383773    Grills Galore                           JF                   Contract             Call about
1998 Contract




                                                        End of Report
```

Prompts available for this report:

- Start Date
- End Date
- Salesperson
- Status
- All Trace Dates
- Include Comments
- Comment Type
- Sort Order
- Page Break

Travel Coordinator Guest History Report

This report lists the company name, coordinator name, guest number, guest name, arrival and departure dates, total room revenue, and total revenue. This report is used by hotels with incentive programs.

Process Code: tchlist

```
Santa Rae Ranch                              Travel Coordinator Guest History Report                          Page
Number:      1
Ann Parker                                              Hotel Number 1001                                      09-MAY-
1997 01:22 PM
(cft.tcghlist)                             From Depart Date 06-MAY-1997 To 08-MAY-1997
                                                        Order by  CFT ID

CFT ID/               TC ID/               Guest No/                       Arrival   Departure      Total
Total   Market
Company Name          Coordinator Name     Guest Name                       Date       Date       Room Rev.
Revenue    Seg

BTK Toys               Jane Smith            Smith, John                  05-06-97    05-07-97     137.00
168.00    Disc.

                                                          End of Report
```

Prompts available for this report:

- Start Date
- End Date
- Sort Order

Travel Coordinator Ranking Report

This report is a summary of the incentive points earned by travel coordinators.

Process Code: tcrank

```
Santa Rae Ranch                                Travel Coordinator Ranking Summary                            Page
Number:    1
Ann Parker                                     Order By Last Name, Company Name                            09-MAY-1997
01:22 PM
(cft.tcrank)                                       For the month of May, 1997

TC ID                     Company                                                     Resv   Cxl    DNA    Act    CkI    WkI
Total
         Coordinator Name  Number      Company Name     Room Rev    Other Rev   Pts    Pts    Pts    R.Ngt  Pts    Pts
Pts
-------- ---------------- ----------  ---------------  ----------  ----------  -----  -----  -----  -----  -----  ----
-   -----

98797     Jane Smith        0980808      ABC  Co.         100.00       00.00     1      0       0      0     0      0
1



                                                    End Of Report
```

Prompts available for this report:

? ? Month To Report
? ? Year To Report
? ? Sort Order
? ? Number of Top Producers